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ABSTRACT

The year 2001-02 marks the Adult Career Counseling Center's (ACCC's) nineteenth year of service, during which career advisors saw 102 community clients for over 300 hours of counseling. ACCC provides advising services at no charge for adults who are seeking guidance with career-related issues, including career exploration and planning. The computer-assisted career guidance programs used in ACCC are Career Explorer (Bridges), Michigan Occupational Information System, and, coming soon, Strong Interest Inventory. Other services include use of other assessment instruments; a collection of print materials; telephone assistance; and referrals. For a number of years, ACCC and the Practicum Counseling Center (PCC) have had a mutually beneficial partnership, with referral of ACCC clients to PCC for their more comprehensive array of services. Most clients have rated their overall experience, computer guidance programs, and other ACCC resources, and advisor skills as outstanding. Marketing and public relations have included public service announcements, bulletin boards, brochures, and workshops. (Appendixes include an ACCC disclosure statement, auxiliary grant-supported services, and brief report of the Pontiac ACCC.) (YLB)

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ADULT CAREER COUNSELING CENTER

NINETEENTH ANNUAL REPORT
September 2001 – June 2002

Computer-Assisted Career Guidance Systems
And Career Counseling Services

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Career Advisors

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Jennifer Harvey
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Newjen Yousif

ACKNOWLEDGEMENTS

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CEOFY 2002

The Adult Career Counseling Center (ACCC) could not have become nor continue to be such a success without the help and continued support of a number of people.

Above all, we are thankful to Jane Goodman for her continued dedication to the ACCC. We have missed her for the year while she has been serving as the President of ACA, and are anxiously awaiting her return.

We are also thankful for Mary Anderson, who stood in for Jane throughout the past year. We have appreciated her support and patience with the ACCC.

Thank you to the following individuals for their contributions: University President Gary Russi, Director of Graduate Studies Claire Rammel, Dean of Education Mary Otto, and Assistant to the Dean Vicky Hunt, the Counseling Department faculty and staff, Chair Luellen Ramey, Department Secretaries Michael Hill and Barb Smith, Practicum Counseling Center Supervisor Deb Weathers, and work study students Daniel Crain, Maria Heredia, Betty Kelly, Shannon Gleeson, and Karen Owens.

Thank you to the Office Training/User Support (OTUS) for the installation and support of the computer systems necessary to service our clients.

Recognition is also given to the graduate candidates in counseling who serviced the ACCC this year. They are Brian Flatter, Jennifer Harvey, Kelly McCarthy, and Newjen Yousif.

Finally, the staff and career advisors of the ACCC would like to acknowledge the members of the ACCC Advisory Board, extending our sincere thanks for their support and commitment to the efforts of this center. Advisory Board members for the 2001-2002 year included:

Mr. Patrick Bennett	Academic Advisor, Engineering & Computer Science, Oakland University
Ms. Marsha Boettger	Daimler-Chrysler Corporation
Ms. Clarise Bolduc	Oakland Community College
Ms. Judith Hoppin	Director of Professional Development and Educational Outreach, SEHS Oakland University
Ms. Ann Pogany	Assistant Professor, Library Oakland University

Ms. Cynthia Kretschmer	Director, Career Testing University Counseling Center
Mr. James Woolcock	Academic Advisor, Human Resource Development, Oakland University
Ms. Karen Pagenette	Director, Center for Dislocated Workers, Oakland Community College
Mr. Robert Thomas	Director, Placement & Career Services Oakland University

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RECENT DEVELOPMENTS AND HISTORY OF THE ADULT CAREER COUNSELING CENTER

Recent Developments

This year marks the Adult Career Counseling Center's (ACCC) nineteenth year of service. Dr. Jane Goodman, associate professor of counseling at Oakland University and American Counseling Association's 2001-2002 president, provides guidance and support as the director of the ACCC. Together with Mary Anderson (Shaieb), the ACCC staff worked to enhance the counseling experience of our clients. While using the standard paper and pencil assessments, we are also using a networked computer system, the newest computer career guidance systems and several Internet based resources. We also initiated several changes in the operation of the ACCC to facilitate improved customer service for the clients including:

1. Further revision of our website (www.oakland.edu/counsel/accc).

2. Additional refinement of the networked computer system.

3. Continuing refinement of the computerized system for maintaining ACCC client records and usage statistics.

4. Utilization of the many new career related web sites to assist our clients in their career search.

5. The Addition of a new computer to enhance our productivity.

These changes have facilitated the efficient and effective provision of services to the members of our community.

History

The Adult Career Counseling Center has served more than 11,000 clients during the last nineteen years of service. The vast majority of clients served, at no charge, are community adults. Our clients range in age from 17 years old to over 60 years old, and represent a culturally diverse population.

The development of the ACCC benefited greatly from the suggestions and support of Gerald Pine, former Dean of the School of Education and Human Services at Oakland University. His concept of the Center as being a place for service, training, and research was transformed into our productive Center.

The impetus for these programs of public service came from Oakland University's President, Joseph Champagne, in the spring of 1982. Financial support was provided by a portion of a state line item allocation for the broad purpose of promoting economic development and retraining unemployed workers in this geographic area.

Under the direction of Provost Keith Kleckner, a university-wide committee was established to review possible computer-assisted career guidance systems and related counseling programs that could be used to aid adults in this area. Upon recommendation of this committee, the university purchased five DISCOVER II computer-assisted guidance systems and one SIGI (System of Interactive Guidance and Information) computer-assisted guidance system in the summer of 1982.

Two systems (DISCOVER II and SIGI) were assigned to the Office of Academic Advising and General Studies to aid adults of this geographic area who were looking for assistance in reviewing education and training possibilities. Four DISCOVER II systems were allocated to the School of Education and Human Services to be utilized by the Counseling department and the Continuum Center in providing services to the adult population in this area.

During the Fall of 1982, committee members Tom Atkinson (Provost's Office), Elaine Chapman-Moore (Student Services), Robert Fink (Psychology Clinic), Jane Goodman (Continuum Center), Ronald Kevern (Placement Office), Pamela Marin (Office of the President), David Meyer (Human Resources and Development Area), and Howard Splete (Counseling Department and Committee Chair), planned for the implementation of these programs and the coordination of career counseling and information services across campus.

With the support of Gerald Pine, the Adult Career Counseling Center (ACCC) was established in Room 147 of O'Dowd Hall. After the first computers were programmed, in-service training was provided for 135 persons, including interested faculty, staff, and student assistants.

Since opening in 1982, computer programs used at the ACCC have continually been updated to ensure that clients benefit from the most current career counseling tools available. In 1985, a new computer-assisted guidance system, DISCOVER for Adult Learners, was added to meet the unique needs of adults in transition. In 1986 a second DISCOVER for Adult Learners replaced our DISCOVER II system to provide a more appropriate system for ACCC clients. In 1987, a new software program, SIGI PLUS was added to provide another approach to career exploration for ACCC clients. Also, a computer-assisted version of the Michigan Occupational Information System (MOIS) was obtained as an additional resource for ACCC clients seeking more local information. The Center has tested other software programs such as OPTIM (Occupational Projections and Training for Information for Michigan), the Resume Kit, Harris Selectory and Resume Writer. Only those programs that best meet the needs of the clients of the ACCC have been retained. We currently utilize, CX Bridges, MOIS, www.bls.gov/oco (Occupational Outlook Website). After evaluating the demo version career development program Choices CT, we decided that it was not quite what we were looking for in a program. It lacked the specifics of assessments, such as SII or CISS that specifically seem to provide better and more useful information for adult clients considering a career transition.

During the past few years Internet resources have also been explored. The staff of the ACCC work to stay abreast of the newest developments and resources available through the Internet. Computer generated information as well as a collection of monographs and other print materials allows for a more comprehensive service to be offered to our clients.

The rooms housing the ACCC have also changed during our nineteen-year history. In 1993-94, the ACCC was relocated from two large rooms to four private offices and a reception area to provide more efficient services and privacy for clients. During the 1996-97 academic year, our office environment changed again to include an office adjoining that of the Practicum Supervisor, with an additional large meeting room, and two smaller private meeting areas. Just prior to the 1997-98 year of service, our offices were relocated and changed to include one office and three small meeting rooms.

We are pleased to tell you that we have just moved to the brand new Education and Human Services building on Pioneer Drive. There we will have four devoted offices, a client waiting area, and a shared library. This new facility is to be another wonderful opportunity to improve the services that we provide.

MISSION OF THE
ADULT CAREER COUNSELING CENTER

Goals of the ACCC

Our mission is to:

1. Provide career exploration and planning opportunities to community adults at no charge.

2. Train faculty, staff, and students in the use of computer-assisted career guidance programs.

3. Support research efforts for a better understanding of the career development needs of adults.

Objectives and Corresponding Means of Fulfillment

Goal 1:

To provide career exploration and planning opportunities to community adults at no charge.

Objectives	Activities
A. To aid clients in self-analysis relating to their interests, values, abilities, and experiences.	In-depth one on one discussions, use of DISCOVER, CX Bridges, and other assessment tools, such as inventories and card sorts.
B. To provide job information pertaining to careers of interest, such as salary ranges and job growth rates.	Use of CX Bridges, MOIS O*NET, the Occupational Outlook Handbook (website), and other internet resources.
C. To aid clients in the process of taking the next step.	Provision of individual advising Sessions, school or training program selection, resume preparation, honing interview skills, practice and informational interviewing.

Goal 2:

To train faculty, staff, and students in the use of computer-assisted career guidance programs.

Objectives	Activities
A. To train faculty and staff.	Provision of periodic in-service sessions.
B. To train graduate counseling students.	Provision of in-service training for students in CNS 664, Counseling Practicum.

Goal 3:

To support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults.

Objectives	Activities
A. To support master's level research.	Support of ACCC advisor's research activities at the Center based on the development of a research proposal in CNS 660, Research in Counseling.
B. To support Doctoral research.	Provision of facilities and support for research.

DESCRIPTION OF THE ADULT CAREER COUNSELING CENTER

Services Provided

The Adult Career Counseling Center (ACCC) provides advising services at no charge for adults who are seeking guidance with career-related issues. The ACCC services include exploring occupational information, facilitating self-awareness, assisting in resume preparation, developing interviewing skills, and offering referral information. Four graduate assistants, who are students in the Oakland University Master of Arts in Counseling program, render these services.

Clients typically attend between three to five sessions to thoroughly explore the computerized career guidance programs as well as the paper and pencil assessments, and to discuss possible action plans for the future. Because of the number of return clients, the ACCC schedule book is often full.

The computer-assisted career guidance programs used in the ACCC are CX Bridges, MOIS, and coming soon SII for computers. In the winter the ACCC began using a demo version of a new computer program, Choices CT. Initial experience suggested this was to be a beneficial resource for our clients. However, upon further review, the information provided within Choices did not meet or exceed the information provided in our existing resources and will not be used. The systems we currently use aid adults in learning how their interests, abilities, life experiences, and values are related to possible occupations and/or educational and training opportunities. In-service training on these programs has also been provided each semester to students in CNS 664.

Depending on the needs of the client, other assessment instruments may be used. These include the Career Beliefs Inventory, Career Thoughts Inventory, Myers-Briggs Type Indicator (MBTI), the Campbell Interest and Skills Survey and the Strong Interest Inventory. The ACCC also has available a collection of print materials to supplement the services provided.

Telephone assistance, in some instances, is another service provided by the ACCC. Often advisors will provide referrals to other departments on campus, such as Placement and Career Services, Academic Services, International Studies and Advising, and the Education Department, and other services off campus, such as the Troy Career Center, and PACCC.

The Advising Process

A client schedules an initial one hour and 45 minute appointment to meet with an ACCC advisor.

The ACCC advisor gathers background data during an intake interview to identify the client's purpose for using the Center and to establish goals.

The client is provided with an overview of the computer programs and services available at the ACCC and through other departments offering counseling services on the Oakland University campus. The client is given a copy of the ACCC Disclosure statement (see Appendix A) which describes the responsibilities of a career advisor and the rights of the client. Referrals to the Practicum Counseling Center or other university and community resources may be made dependent on the specific needs of the client.

Clients are scheduled for subsequent appointments that are typically one hour to an hour and forty-five minutes in length.

Based on the client's specific needs, the ACCC advisor determines which computer-assisted career guidance program and/or standardized paper and pencil assessment would be most appropriate. The ACCC advisor then facilitates the use of these assessment tools.

The ACCC advisor provides assistance and an explanation of the results obtained from the computer-assisted career guidance program or the standardized paper and pencil assessment.

To fully explore the client's career issue(s), the ACCC advisor may use other career exploration instruments such as personality assessments or card sorts.

The outcomes of any additional career guidance instruments are interpreted, in conjunction with the results of the data obtained from the initial assessments, to provide the client with the comprehensive information necessary to facilitate the decision-making process.

Prior to the termination of the counseling relationship, the ACCC advisor and client discuss the next steps the client may want to take to investigate such areas as training, further education, or job opportunities.

Upon completion of the counseling process, the client is asked to complete a short exit survey to evaluate the services provided by the advisor.

ACCC COORDINATION WITH PRACTICUM COUNSELING CENTER

For a number of years the Practicum Counseling Center (PCC) and the Adult Career Counseling Center (ACCC) have had a mutually beneficial partnership. The dual role Deb Weathers assumes as Coordinator of the PCC and Supervisor of the ACCC further serves to foster this relationship.

It is a common practice for clients who have utilized the services of the ACCC to be referred to the PCC for their more comprehensive array of services. A referral may be made to the PCC because the client needs more in-depth exploration of a career issue, or may have additional issues or concerns that require personal counseling.

PCC counselors are also in-serviced by the ACCC advisors (Please refer to section entitled, "In-service training".) This training is essential because the majority of PCC clients with career issues are taken through the ACCC for exploration on one of the computer-assisted career guidance programs. The PCC counselor works with the client on these systems acting as coach and sounding board.

Having the ACCC in such close proximity, and serving such a supportive role to the PCC, enriches the services PCC counselors can deliver to their clients. At the same time, the PCC offers ACCC clients the option of continued in-depth counseling free-of-charge. The partnership of these two centers allows for the provision of quality counseling services to members of the community.

DESCRIPTION OF THE COMPUTER-ASSISTED CAREER GUIDANCE SYSTEMS AND COMPUTER HARDWARE UPGRADES

Strong Interest Inventory (SII) Software

To better assist our clients in receiving the results of the SII. We are implementing a new computerized version of the SII that will allow the client to enter his or her answers directly onto the computer and receive, within minutes, the results. In the past this process has taken as long as five weeks. We are very excited about this opportunity to better serve our clients.

MOIS (Michigan Occupational Information System)

The MOIS program is also updated on an annual basis. This year MOIS for Windows® Version 4.0 was purchased by the ACCC. It is an easy-to-use system of occupational and educational information specifically designed for the state of Michigan. Included in this version are new graphics and the point and click feature. Internet links are also provided throughout the program. Individuals who may benefit from MOIS include:

* Persons wanting detailed information on occupations and training in Michigan.
* Individuals undecided about their future.
* Homemakers re-entering the workforce.
* Young adults investigating college programs and career options.
* Individuals considering starting their own business.

For undecided clients, a structured search will suggest occupations based on several areas:

* Interests
* Abilities
* Assessment checklists
* Education

The system evaluates client input and provides a list of job titles that are most applicable to the client's data. The client may then explore MOISCRIPTS (occupational descriptions) for the occupations in which they are most interested. Individuals with a specific occupation in mind can bypass the structured search and go directly to the MOISCRIPTS for career information. MOISCRIPTS cover areas such as:

* Specific job duties
* Working conditions
* Methods of occupational entry
* Salaries and wages

* Employment outlook
* Educational requirements
* Tips for finding additional information

Other segments included in MOIS give information on many different areas such as:

* Transition planning
* Financial aid considerations and documents
* Decision Making
* Successful Job Search Strategies
* How to start a small business
  (This section includes how to develop a business plan, cash flow and bookkeeping considerations, home-based and franchised businesses, and even a sample business loan application.

Career Explorer (CX Bridges)

The Adult Career Counseling Center continues to use a new career resource purchased last year. Career Explorer has allowed the ACCC to create a new dimension for helping clients. This new site allows clients to look at careers from a personal point of view.

What Is Bridges?

Bridges, or as it is called in Canada, Career Explorer, is designed to help clients to make better career decisions. One of the greatest advantages to this site is that it is found on the Internet and updated daily (http://cx.bridges.com). Every day there are 4-5 new articles focusing on career information, skill development, labor market development, emerging employment opportunities, and recreational activities.

The people at Bridges have made it their priority to keep this site as user friendly as possible, and from our experiences here at the ACCC, they have done a great job. They have also made it clear to the ACCC that if any problems come up, or if there is any occupation that is missing, to contact them and they will make sure that the site is updated within a week.

Development of Bridges

A team of experienced writer-researchers from all over North America designed Bridges. These writer-researchers utilized governmental resources such as the Occupational Outlook Handbook in the U.S. and the HRDC's Job Futures in Canada.

After their research was completed with the two country's resources, the writers then took it a step further and checked for the validity. They went to the national association related to each profession (where applicable) to determine if what they

found was accurate. Lastly, and to the ACCC most importantly they went to people in each field and interviewed them (3-4 people in each field), and asked them to comment on the validity of their findings, thus making this a well-developed and realistic approach to career exploration.

The Program Use

This program takes a look at a multitude of different career areas that includes: search engines, career planning tools, decision making guides (colleges and financial aid searches), browsing (which includes 5 sections: Careers, Employment, Recreation, Education and Skills), and lastly an area to e-mail information.

The client has the ability to search Bridge's large database for information about a career. Once that career is found, they will find job descriptions, salary information, employment outlook, interviewing questions and important things one should know. Also given is information on how math is used in each occupation, important communication skills needed and a link to the Occupation Outlook Handbook.

Career Planning is a section where clients can take a career inventory designed to open up their career options, and not dictate their job choices. There are four different inventories: Values, Skills, Interests, and Style. Each one can be done separately or together in any combination. The computer then looks at your responses and matches them to careers where people in those fields responded similarly.

The Internet

The ACCC has entered the computer age as a fully functioning member. In addition to having the most current version of all computer assisted counseling guidance systems available for use, the ACCC continues to maintain a WEB address (http://www2.oakland.edu/sehs/accc/) and is linked to other key counseling sites.

The ACCC has also made use of 5 great web addresses: 1) The O-net, which is slowly replacing the Dictionary of Occupational Titles. This is a great web address to learn about careers as well as yourself (www.doleta.gov/programs/onet); 2) The Occupational Outlook Handbook (OOH) is now on-line. This, as well as the O-net, gives our clients the most updated career information for thousands of different occupations (www.bls.gov/oco/ocohome.htm); 3) The Oakland University Placement and Career Services has a great website with a variety of helpful links to career development information (http://phoenix.placement.oakland.edu); 4) The Oakland University Library (Kresge) has designed another very useful site, with links to many of the most important career related sites available. Go to www.kl.oakland.edu/webframe.htm then click on "careers" in the left hand tool bar.

Technological Updates in the ACCC

In order to meet the current university computing standards, the ACCC has purchased one new computer this year and is in the process of ordering another one. In addition to this new hardware the ACCC will also be employing a new server network in association with the rest of Oakland University. This secure system will be the holding place for all of the software that we and our clients use. While there continues to be a need to improve our current systems, it is our hope to have completed this process by the Winter of 2003.

The ACCC is proud to continue providing clients with effective computer-aided resources. In doing so, we are continually looking to improve our systems in order to provide the most up-to-date information and services as possible. In that light we will be adding the SII software as stated earlier and are even looking into computerized scheduling software.

Another important change to the ACCC has to do with the Annual Report itself. Starting this year we have the report available online in PDF format. This allows us to share our developments easily worldwide. While a select number of people will continue to receive the paper report, we encourage all of you reading this to view and/or download a copy for yourself through our website: http://www2.oakland.edu/sehs/accc/. There you will find a link showing with the annual report to view at your leisure.

CLIENT DEMOGRAPHICS

During the academic year 2001-2002, the career advisors of the ACCC saw 102 community clients for a total of over 300 hours of counseling. Additionally, they provided inservice training for 86 Practicum counseling students. In total, 188 clients utilized the services of the Adult Career Counseling Center.

This total number of clients is less than last year, although a steady 75% of clients returned for more than one visit compared to the previous year's 70% return rate. We are encouraged by these figures as it indicates that clients are receiving a more comprehensive service. Practicum counselors also make use of our computer programs with their community clients who have career needs. Another explanation for the lower number of community clients is that we did not receive a 100% return rate of the intake forms from the Practicum counselors.

All clients who come to the Center complete an in-depth intake form. The advisors continued to input client demographic information into a computer database format. This allowed the advisors to electronically track and evaluate the client demographic information. As always, this information is strictly confidential and access is only available to the career advisors.

On the following pages, graphs are provided to illustrate the demographics of the information that was captured on the computerized database during the year. The following graphs provide a breakdown of the client population by:

* Purpose for using the Center
* Number of visits
* Referral source
* Gender
* Age
* Ethnicity
* Geographic distribution
* Educational level
* Employment status
* Marital status
* Household annual income

Those numbers that total more than 102 indicate items where the client was able to respond to more than one choice to a particular question.

ANALYSIS OF CLIENTS' RESPONSES TO ACCC EXIT SURVEY

When clients have completed their sessions, they are asked to complete an exit survey. This survey allows the ACCC to evaluate many areas, including how the client views the services they have received, the quality of the services, the effectiveness of their career advisor and the overall environment of the ACCC. This provides the Center with an opportunity to improve and grow based on the needs of our clients. The following information is based on completed exit surveys during the period of September 2001 through June 2002.

Respondents rated their overall experience as a client of the ACCC:

OUTSTANDING	90%
BENEFICIAL	10%
POOR	0%

Respondents rated the computer guidance programs using the following scale:

5=Outstanding 4=Very Good 3=Good 2=Fair 1=Poor

DISCOVER	=	4.0
CX BRIDGES	=	4.0
MOIS	=	5.0
O*Net	=	No response

Respondents also rate other resources used in the ACCC, using the same scale as above. They rated other resources as follows:

CISS	=	5.0
Internet	=	5.0
MBTI	=	3.0
Strong	=	5.0
Worksheets	=	5.0

Respondents rated the advisor skills and overall manner:

OUTSTANDING	=	80%
VERY GOOD	=	20%

Clients' suggestions for improvement at the ACCC included:

- Get test results back faster.
- Provide placement services.
- Use more online assessments.

General Comments included:

"The counseling sessions were a positive experience because it made career options I wasn't even aware of clear to me."

"The counselor's ability to pull things out of me, so I could draw conclusions was most helpful."

"It was a positive experience."

"It helps to have another person to bounce ideas off of, and to have someone who can offer suggestions from another point of view."

"The session was positive because it gave me hope that something could be done in getting employment."

"Counselor was positive and informative."

"My counselor's caring and patient way helped me to think differently about myself. She allowed me to figure things out, brought things out in me, and gave me great insight on how to understand myself."

TYPICAL CASE STUDIES

Clients come to the Adult Career Counseling Center seeking assistance in resolving a variety of career issues. The following is just a sample of some of the career-related issues presented during this past year:

- Female client, 36 years old, newly divorced with four kids under the age of nine. Selling handmade jewelry out of her home. Wanted to investigate the possibility of starting her business.

- Male client, 50 years old, recently laid off, has extensive experience and interest in construction industry. Needed resume assistance, as well as feedback on his interviewing skills.

- Female client, 17 years old, approaching high school graduation, unsure of which field of study to choose. Needed to assess interests and explore both options in career fields and in higher education.

- Male client, 25 years old, unsatisfied with chosen career. He wanted to make a career transition to firefighting, but wanted to make sure his personality fit this career. Interest assessments showed a great match.

- Male client, 29 years old considering a career in teaching. Currently he works as a social worker so he took the CISS and it confirmed his skills and interest in teaching.

- Female client, 54 years old, homemaker who just wanted more information on her personality. We administered the MBTI and she loved that most of the result concurred with her style, leadership and risk-taking factors.

- Male client, 40 years old, IT employee who is considering another career. We administered the Strong, and we confirmed his skills in the engineering and computer programming.

- Female Client, 28 years old, has been working as a financial advisor and finds that she is no longer fulfilled working in that environment. She now wants to pursue working in a non-profit organization and also decided to get back to playing music that she has missed over the last seven years.

- Male Client, 39 years old has been unemployed for the last nine months and is interested in maintaining his same career. He came to us needing reassurance more than anything else as he was quite skilled at job hunting and networking.

MARKETING AND PUBLIC RELATIONS

A number of additional efforts have been made during the 2001-2002 academic year to increase public awareness of the services offered by the ACCC.

2000-2001 Marketing and Public Relations Efforts

- The ACCC public service announcement currently running on the Oakland University cable station was maintained.
- A bulletin board promoting the services of the ACCC and career counseling in the O'Dowd Hall on campus reads: "We Write our Destiny"
- The ACCC brochure is currently being redesigned by the advisors of the ACCC.
- The Career Counseling and Information Resources brochure was given to clients, outlining various sources of information available at Oakland University. (See Appendix D).
- ACCC staff held a small workshop outlining each of the computer assisted career-guidance systems and career theories currently used by the center for 31 students in the Department of Human Resources.
- Students involved in the CNS 640 – Career Development Theory and Practice class through the Master's in Counseling program at Oakland, utilized our computer programs with their clients as part of a class assignment.

Visitors to the ACCC

The reputation the ACCC has developed in the professional community, as well as at Oakland University, as a model of a university-sponsored career guidance service has led to a number of requests to visit our facilities.

The ACCC had the privilege of a visit from CACREP, a national crediting association of colleges and universities. CACREP toured the ACCC, and two of the advisors of the ACCC were involved in the student interviews conducted by the CACREP representatives.

Wayne State University's Ron Kent, an original employee of the ACCC, Nanette McCleary-Shaw, and Marvin Jones-Jacobs visited the ACCC in the spring to compare its services and facilities with their own career center at WSU. The visit proved to be mutually beneficial.

Jim Staniforth, a student of Eastern Michigan University and a career development facilitator at the Southfield Career Center visited the ACCC in the spring as part of a research project. Specifically, Mr. Staniforth gathered information on certain career theories and counseling techniques employed by the ACCC advisors.

The CNS 640 Career Development and Theories Class, taught by Mary Shaieb, visited our center in the fall for a DISCOVER program Demonstration.

ACCC ADVISOR ACTIVITIES

The ACCC advisors' commitment to the Center involves a number of responsibilities and activities. In addition to working with clients, three additional activities should be highlighted: in-service training, conference participation, and research.

In-service Training

Each year the Adult Career Counseling Center provides in-service training to students, faculty and various area counselors who utilize computer-assisted career guidance programs. This in-service allows students in Practicum and Career classes to use the computer-assisted programs within the Adult Career Counseling Center with their own career clients during the semester. On occasion, local area counselors with a career client may request the opportunity to utilize the computer-assisted software within the ACCC. Every effort is made to accommodate this request. However, this will occur only if the Center does not have its own clients to counsel at the time requested.

Among those who received in-service training during the 2001-2002 academic year were students in:

Graduate counseling course	CNS 664: Counseling Practicum

In total, 86 people received in-service training at the ACCC from September 2001 through June 2002.

Conference Participation

The ACCC advisors had a unique opportunity this year to attend and coordinate the volunteers of the 2002 ACA Annual Conference in New Orleans. Advisors Jennifer Harvey and Kelly McCarthy worked in conjunction with Supervisor Mary Anderson and ACA's Janice Macdonald coordinating more than 120 volunteers. It was a rewarding experience, to say the least!

Also, our advisors had the opportunity of attending the 2002 Graduate Counseling Student Association/Oakland University Annual Spring Conference "Unity through Diversity," with our very own Dr. Jane Goodman as the keynote speaker.

Research

A goal of the ACCC is to support research efforts for a better understanding of the career development sphere, ultimately promoting better career guidance practices for adults. Unfortunately, research was pushed aside for more pressing issues during the course of the year.

First, the technology of the ACCC had fallen below the University's standard. Therefore, our computers could no longer be serviced by OTUS, the University's IT support system. This became a significant setback in our ability to provide the best and most updated services available to our clients. The ACCC advisors, especially Brian Flatter, worked tirelessly with OTUS to update the computers in the ACCC. We now are compatible with the University's standards and are back to providing our clients with the best services available.

Another concern of the advisors this year has been the efficiency of mail-in assessments. Normally taking a week to ten days to be returned, assessment have taken up to four weeks to be returned back to the ACCC. Because of this, the ACCC advisors have been making arrangements to install the Strong Interest Inventory on-line. With this program, we will have instant assessments results, allowing us to provide the most efficient service to our clients.

Finally, the volunteer coordination for the 2002 ACA Annual Conference was a wonderful opportunity for Kelly McCarthy and Jennifer Harvey, *and* it was a lot of work. Coordinating the volunteers for the conference not only entailed being at the conference, it also required countless hours of pre-conference scheduling and correspondence. This became a top priority during the spring semester. Our worked proved effective – we were commended time and again for being "the most organized conference in eighteen years."

APPENDIX A
ACCC DISCLOSURE STATEMENT

THE ADULT CAREER COUNSELING CENTER
Oakland University
280A Education/Human Services Building
Rochester, MI 48039
(248) 370-3092
www.oakland.edu/counsel/accc

What Does a Career Advisor Do?

ACCC Career advisors help clients gather information about themselves and various career options. They also help clients evaluate this information and make plans related to career/life directions. Various strategies and techniques are used that are relevant to the unique needs of each client. During your visits to the ACCC, the career advisor will most likely do many of the following:

- Conduct an individual intake session to discuss your history, current situation and career/life goals.
- Use computerized career planning systems, occupational information systems and the World Wide Web to assist you in understanding the world of work.
- Administer and interpret assessments and inventories, which may be useful in identifying abilities, interests and other factors relevant to your career options.
- Encourage your self-exploration exercises through worksheets and homework assignments.
- Provide opportunities for improving your decision-making skills.
- Assist you in developing a career plan.
- Discuss job-hunting strategies, interview techniques, and assist in the development of your resume, if needed.

What Training and Supervision Do the Career Advisors Have?

Career advisors at the ACCC are graduate students in the Master of Arts in counseling program at Oakland University. They are supervised by counselors in practice who have earned the designations of Licensed Professional Counselor (L.P.C.) and Nationally Certified Career Counselor (N.C.C.C.)

Ethical Practices

Career advisors at the ACCC are expected to follow the ethical guidelines of the National Career Development Association (NCDA) and the American Counseling Association (ACA).

Consumer Rights

Based on the guidelines of the National Board for Certified Counselors and Chi Sigma Iota, an honorary counseling society, The ACCC has adopted the following guidelines. The client has the right to:

- Be informed of the qualifications of your advisor, which includes education and relevant experience.
- Receive an explanation of services offered, your time commitments, rights and responsibilities.
- Have all that you say treated confidentially, informing you of any state laws placing limitations on confidentiality in the counseling relationship.
- Ask questions about the techniques, strategies, and assessments used by the advisor and decide not to proceed with these at any time.
- Participate in goal setting and evaluate the progress toward meeting those goals.

APPENDIX B
AUXILIARY GRANT-SUPPORTED SERVICES

PLACEMENT & CAREER SERVICES
CAREER RESOURCE CENTER

Since becoming part of Placement and Career Services in October of 1998, the Career Resource Center (CRC) is making itself known on campus as a place to help students and alumni with their career needs. The career development process begins in the CRC with self-assessment and exploration of careers and majors and moves to the Placement offices for further development using resources such as CareerConnections and co-op and internship experiences.

The CRC provides a wide variety of career information for students and alumni who are undecided about a major and/or career. Computer-assisted career guidance programs like **DISCOVER** and **Bridges** assess interests, abilities, and values, and **PLEASE UNDERSTAND ME** addresses the personality component of career development. Our new **Career Development Package**, consisting of written and computer-based assessments and individual counseling sessions, provides an in-depth process of self-assessment and career exploration. It is also designed to offer decision-making tools for assistance in selecting a major and/or career. The **Michigan Occupational Information System (MOIS)** allows students and alumni to explore occupations and provides information about financial aid, colleges and universities, and majors offered by these schools. All of the CRC computers have Internet access so individuals may investigate the many career-related links available on the CRC website (http://phoenix.placement.oakland.edu/crc). Students and alumni are encouraged to email the CRC at crc@oakland.edu for answers to quick questions. **Career Coalition** is an information-sharing program. Students explore careers by partnering with alumni who have experience in the field. Other resources include a video library of career information and many books and other publications.

A variety of workshops are offered by the CRC throughout the school year. Presentations regarding the CRC as a tool for career development are made to groups of high school seniors, students in the residence halls, student life scholars, and new students in orientations. In addition, presentations are made to certain classes each semester outlining the benefits and use of the CRC. These classes may have assignments requiring in-depth usage and evaluation of the CRC's resources. Courses that may use the CRC's services include:

COM 101	Collegiate Communications
RHT 160	Composition II for Undecided Students
HRD 364	Career Development
CNS 640	Career Development Theory and Practice

Since coming under the direction of Placement and Career Services, the CRC has enjoyed steady growth, serving more than 1,200 students the first year. The growth

continues as more students learn about the services. Peak usage occurs during the months of February, March, October, and November. Usage declines somewhat during the spring and summer sessions.

Coverage of the CRC is provided by a certified counselor and a graduate intern from the Counseling program. Interns from the Oakland University Counseling Center also staff the CRC on a limited basis. Having these students working in the CRC contributes greatly to the operation by providing valuable peer assistance that can be reassuring to students who are using the resource for the first time.

In general, user response has been overwhelmingly positive. Students maintain that the systems are fun and easy to use, provide helpful information, and give suggestions on where to go for further information. They also find the Internet access especially useful due to the wealth of information available in the CRC website.

The Career Resource Center is available to Oakland University students, alumni, and affiliates. Located at 154 North Foundation Hall, the CRC is open Monday through Friday during the Fall and Winter Semesters and on a more limited basis during the Spring and Summer sessions. The hours vary by semester. Appointments are encouraged, however, walk-ins are welcome.

CAREER DEVELOPMENT TRAINING INSTITUTE AND THE ADULT CAREER COUNSELING CENTER

The Career Development Training Institute (CDTI) provides consultation, program development and career services to corporations seeking career development programs for its employees. It develops and delivers career assessment, career development and job search training to adults within their work site. In addition, CDTI staff develops training materials and programs for career development practitioners locally, nationally, and internationally.

The CDTI has been greatly appreciative of the services provided by the Adult Career Counseling Center. Participants in our corporate career planning programs and other community adults seeking career services have been referred to the ACCC. CDTI has provided consultation to ACCC staff.

CDTI is an outgrowth of the former Continuum Center, which was a multi-faceted adult career counseling and training center for over thirty years. Career staff training publications by the CDTI include "The Career Development Facilitator Curriculum", "Workforce In Transition: A Blueprint for Adult Career Development", and "Life-Work Portfolio."

APPENDIX C
BRIEF REPORT OF THE PONTIAC ADULT CAREER COUNSELING CENTER

PONTIAC ADULT CAREER COUNSELING CENTER

The Pontiac Adult Career Counseling Center (PACCC) opened its doors in February 1991, after three years of planning, to serve Pontiac area clientele seeking career planning and counseling. PACCC is a joint venture between Oakland University (OU) and Oakland Community College (OCC). Counselors are provided to PACCC through the Auburn Hills OCC counseling office while updated software and the assistance of a graduate student are provided by OU. PACCC operates under the co-direction of Karen Pagenette (OCC) and Dr. Jane Goodman (OU). PACCC also works with a community advisory board with membership consisting of individuals representing various community agencies.

PACCC services primarily Oakland County residents who are seeking assistance with career transition, planning, or examining career options. PACCC is not a job placement service. Counselors may assist clientele with resume writing, interviewing techniques, and world-of-work networking capabilities. Clients are serviced free-of-charge for an average of two to four sessions. Many clients choose to utilize the DISCOVER, Please Understand Me, and MOIS programs. Clients may spend one to three sessions working one-on-one with a PACCC counselor on the DISCOVER and MOIS computer systems.

PACCC counselors also work closely with the Lake Orion Work First program. In this job club program, PACCC counselors administer several different tests within the four weeks. PACCC counselors, also, administer at least one of the following tests and provide at least ½-2 hour career assessment session. These tests may include the Myers-Briggs Type Indicator (MBTI), the Test of Adult Basic Education (TABE), and the Self-Directed Search(SDS), and WorkKeys. Individual Service Strategies are also conducted individually with each Work First client to set goals, obtain an employment and education history, and to facilitate an action plan to gain employment.

Outreach efforts continue at the PACCC in order to meet the needs of Pontiac and its surrounding communities. PACCC hopes to obtain several bilingual assessment tools, release a bilingual brochure, and employ other marketing strategies in order to reach inner city bilingual populations.

PACCC continues to keep pace with a growing technological world. PACCC now has Internet capabilities in order to provide another service for clients. Clients now have the option of learning how to submit a resume on-line or access career sites that may be of interest. Career assessments may also be accessed as they become available.

PACCC continues to diversify in outreach activities as well as grow as a unique counseling center, which offers valuable career exploration services to area residents free-of-charge.

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